

# WATER RESOURCES FUND

## PROGRAMS

	2009-10 Actual	2010-11 Budget	2011-12 Adopted	2012-13 Projected
<b>Administration</b>				
Water Resources Administration directs, plans, and coordinates all water and sewer operations including billing, engineering, and operations of plants and infrastructure systems, as well as the same functions of the stormwater utility (within a separate fund). It is also this area's responsibility to plan for long term utility needs of the city and seek alignment of utility plans and policies with the overall goals of the City of Greensboro. This area serves the HR, public education, and technology needs of the department as well.				
<i>Appropriation</i>	7,957,408	8,482,654	9,206,007	9,210,350
<i>Full Time Equivalent Positions</i>	10.5	13.5	13.5	13.5
<b>Billing and Customer Information</b>				
The Billing and Customer Information Division is responsible for capturing data from over 95,000 water meters and each year generating over one half million bills for customers on both a monthly and quarterly basis. This division maintains customer information such that accurate and timely billing information is available to all water and sewer utility customers.				
<i>Appropriation</i>	3,010,289	3,815,720	3,400,986	3,254,396
<i>Full Time Equivalent Positions</i>	35	34	34	34
<b>Engineering</b>				
The Engineering Division manages the long range capital plan of the water and sewer utility and executes the engineering and construction of projects that support the maintenance, expansion, and compliance strategies of these systems. The current capital plan of major projects spans several years; roughly \$25 million annually is actually spent as these projects are constructed over multiple years.				
<i>Appropriation</i>	1,212,227	1,205,836	1,178,936	1,258,272
<i>Full Time Equivalent Positions</i>	12	9	9	9
<b>Water Supply</b>				
The Water Supply Division is responsible for maintenance and operation of the reservoir system, two water production facilities, and delivery of quality water through the transmission system that meets or exceeds all standards for drinking water. The division includes laboratory facilities to assure quality of product. As interconnections to other city's water supplies have become a part of the Greensboro supply strategy, Water Supply also manages the delivery of these supplies to the Greensboro system.				
<i>Appropriation</i>	12,018,674	15,061,328	14,525,564	15,482,737
<i>Full Time Equivalent Positions</i>	45.375	45.375	45.375	45.375
<b>Water Reclamation</b>				
The Water Reclamation Division accepts all liquid wastes generated by the residential and commercial community, treats that waste and releases it into the environment in a manner that is consistent with the requirements of environmental law. Facilities include two water reclamation plants and one biosolids incineration facility.				
<i>Appropriation</i>	10,636,974	15,344,275	13,243,334	13,341,820
<i>Full Time Equivalent Positions</i>	58	56	56	56
<b>Construction and Maintenance</b>				
This division constructs, maintains and repairs the water & sewer pipes, sewage pump stations and metering system, and installs all new customer connections.				
<i>Appropriation</i>	30,042,963	25,762,858	28,658,527	34,325,540
<i>Full Time Equivalent Positions</i>	159.75	159.75	158.75	158.75
<b>Debt Service</b>				
Funding used to make debt principal and interest payments is derived from operating revenues.				
<i>Appropriation</i>	17,322,594	21,329,601	20,791,747	21,771,582

## Departmental Objectives

- Conduct plan reviews, operational studies and event coordination and planning in a timely manner to serve citizens, businesses and visitors to the Greensboro area.
- Provide for the construction or maintenance of City resources to support desired growth or a quality of life that is attractive to economic development.
- Maintain and support the development of identified reinvestment corridors.
- Maintain City assets and resources to provide efficient and effective municipal services.
- To provide a safe transportation system that ensures mobility for all users.
- Develop and implement strategies to promote environmentally sound practices.
- Provide support to public safety personnel and residents.
- Provide accurate bills and timely services to customers.
- Provide training and certification opportunities to employees, in part, to ensure regulatory compliance and succession planning.
- Complete work orders and mission critical functions within departmental adopted standards.
- Support and promote City services and communicate effectively with both internal and external customers.
- Identify and implement cost saving measures and increased revenue generating opportunities.
- Identify and secure outside funding.
- Promote and educate employees in workplace safety and wellness.

## PERFORMANCE MEASURES

	2009-10 Actual	2010-11 Budget	2011-12 Adopted	2012-13 Projected
<b><u>Workload Measures</u></b>				
● Number of water customer accounts	101,293	103,000	103,000	103,000
● Average water MGD treated daily	31.8	33.0	33.5	34.0
● Average wastewater MGD treated daily	30.1	30.0	30.5	31.0
<b><u>Efficiency Measures</u></b>				
● Maintenance personnel per 100 miles of sewer line	2.40	2.70	2.70	2.70
● Maintenance personnel per 100 miles of water line	2.10	2.20	2.20	2.20
● Peak day water demand- % of capacity	78%	76%	76%	76%
● % of wastewater system capacity utilized	54%	54%	54%	55%
<b><u>Effectiveness Measures</u></b>				
● Billed water as a percentage of finished water	83%	85%	85%	85%
● Percent of water main breaks repaired within 24 hours	97%	95%	95%	95%
● Percent of weeks compliant with NPDES Permit at T.Z Osborne Wastewater Plant	99.8%	98.0%	98.0%	98.0%
● Percent of weeks compliant with NPDES Permit at North Buffalo Wastewater Plant	100.0%	98.0%	98.0%	98.0%

**BUDGET SUMMARY**

	2009-10 Actual	2010-11 Budget	2011-12 Adopted	2012-13 Projected
<b>Expenditures:</b>				
Personnel Costs	18,510,076	18,743,260	<b>18,802,312</b>	19,369,373
Maintenance & Operations	63,071,011	69,261,229	<b>71,337,789</b>	78,645,324
Capital Outlay	620,042	2,997,783	<b>865,000</b>	630,000
Total	82,201,129	91,002,272	<b>91,005,101</b>	98,644,697
Total FTE Positions	320.625	317.625	<b>316.625</b>	316.625
<b>Revenues:</b>				
Water and Sewer Services	80,539,960	82,446,358	<b>85,934,518</b>	86,793,863
Assessments	185,389	20,000	<b>20,000</b>	20,000
Capacity Use Fees	1,870,173	2,000,000	<b>1,600,000</b>	1,600,000
Industrial Waste Control	850,926	900,000	<b>900,000</b>	900,000
Water Line Connections	162,224	150,000	<b>120,000</b>	120,000
All Other	3,742,030	2,252,850	<b>2,180,500</b>	2,225,500
Appropriated Fund Balance	3,140,000	3,233,064	<b>250,083</b>	6,985,334
Total	90,490,702	91,002,272	<b>91,005,101</b>	98,644,697

**BUDGET HIGHLIGHTS**

- The Water Resources budget is remaining the same as compared to FY 10-11.
- Water Resources is not proposing a rate increase for FY 11-12.
- This budget also decreases the fund balance appropriation by almost \$3.0 million. Total fund balance appropriation is \$250,083.
- The FY 11-12 budget reflects a \$500,000 decrease in payments associated with Water and Sewer Bond Retirement. Total debt service is \$20.8 million. Expenditures associated with capital costs such as improvements or capital equipment purchases is \$2.1 million, or 71% less than FY 10-11. Capital outlay totals \$865,000 for FY 11-12.
- This budget increases transfers to Water & Sewer Capital Improvement accounts by approximately \$2.8 million, or 23.6%. This transfer totals \$14.5 million for FY 11-12.
- Water Resources is estimating an increase in revenues from water and wastewater charges based on current trends and an increase in demand. This is an increase of \$3.5 million, or 4.2%.

